



SelfWealth Ltd

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# General Advice

## Financial Services Guide

27<sup>th</sup> November 2021

[selfwealth.com.au](https://selfwealth.com.au)

## ABOUT THIS GUIDE

This Financial Services Guide – General Advice (FSG) is an important document that we are required to give to you under the conditions of our Australian Financial Services Licence.

The purpose of the document is to help you to decide whether to use our services.

The document contains information about:

- The limitations of 'general advice'
- The SelfWealth business
- Our key associations and other relationships that influence our advice and services
- How you may contact us
- How we are remunerated
- How we handle complaints about our services
- Our compensation arrangements

During your dealing with us, you may receive additional disclosure documentation including SelfWealth's Terms & Conditions document which details the terms governing your relationship with SelfWealth and the provision of our services to you.

SelfWealth's account origination' documentation will also include its Client Agreement and/or Terms & Conditions document along with the CHES Sponsorship Agreement with OpenMarkets, and their Privacy Policy and Best Execution Policy. For U.S trading accounts, you will also receive account originating documents for PhillipCapital, including its Terms & Conditions and other Client Agreement forms.

### GENERAL ADVICE ONLY

SelfWealth is Licensed to provide 'general' advice only. General advice is advice that does not take into account your individual situation, needs and objectives and as such, the advice and services we provide may not be appropriate for you. For this reason, before you decide to proceed with becoming a Member and opening a trading account with SelfWealth, you should consider the appropriateness of our services in light of your individual situation, needs and objectives including seeking independent advice as to the suitability of opening an account with SelfWealth.

### WHO IS SELFWEALTH?

SelfWealth Limited (SelfWealth) (ABN 52 154 324 428) is a company listed on the Australian Stock Exchange (ASX:SWF) and holds Australian Financial Services Licence (AFSL) No. 421789. The company is authorised to provide general financial advice to retail and wholesale persons and to deal in financial products including:

- Basic deposit products (e.g. banking accounts)
- Government-issued stocks, bonds and debentures
- Derivatives
- Securities
- Managed investment schemes, including investor directed portfolio services (e.g. managed funds 'platforms')

SelfWealth operates an online trading platform and other services to retail and wholesale persons, including:

- Access to flat fee share brokerage of \$9.50AUD per trade across Australian listed securities and \$9.50USD per trade for US listed securities
- A subscription based "Premium" service that provides actionable insights from real investor portfolios
- An Exchange Traded Product called the SelfWealth SMSF Leaders Fund that tracks the returns of a representative data set of the top performing Self-managed Superannuation Funds on the SelfWealth solution and enables investors to invest alongside with similar holdings

## WHO IS OPENMARKETS?

OpenMarkets Australia Limited (OpenMarkets) (ABN 38 090 472 019, AFSL 246705) operates a non-advisory execution-only trading and stockbroking service to retail traders as well as wholesale brokering services (in Australian market securities) to Australian Financial Services licensees such as SelfWealth.

When you open an Australian securities trading account through SelfWealth, OpenMarkets is the provider of the execution and clearing services in Australian securities and other products (if available) on the ASX, Chi-X or NSX securities exchanges.

When you open an Australian securities trading account with SelfWealth, you also become a client of OpenMarkets for the purpose of the execution, clearing and settlement services. SelfWealth acts as your agent and intermediary communicating your trading instructions (e.g. buy and sell orders) to OpenMarkets who will execute or facilitate transactions on your behalf. As a client of OpenMarkets, in addition to SelfWealth's Terms & Conditions, you will also be bound by OpenMarkets Terms & Conditions and other Client Agreement documents and policies, which are provided to you as part of the SelfWealth application process (and updated from time-to-time).

OpenMarkets will also carry the settlement obligations in respect of your transactions and as such, you will owe your corresponding settlement obligations in respect of those transactions to OpenMarkets, and not to SelfWealth as the carrier of your instructions.

When you open a trading account with SelfWealth, you will open a Sponsorship Agreement with OpenMarkets who will act as your CHESS Sponsoring Participant.

To trade through OpenMarkets on the SelfWealth online trading platform, you will also require a cash account linked to your trading account. When you open a trading account with OpenMarkets through SelfWealth you authorise OpenMarkets to establish the cash account, in accord with OpenMarkets Client Agreement form. The Cash Balance of your trading account is held on your behalf in a trust account with the Australia and New Zealand Banking Group Limited (ABN 11 005 357 522 (ANZ). SelfWealth holds the Trust Account in its name as bare trustee for you.

For more information on OpenMarkets, visit [www.openmarkets.com.au](http://www.openmarkets.com.au)

## WHO IS PHILLIP CAPITAL?

Phillip Capital Limited ('PhillipCapital') (ABN 14 002 918 247, AFSL 246827) provides SelfWealth Clients with global market execution and clearing and settlement services in relation to SelfWealth's U.S securities trading service.

When you elect to add a U.S securities trading capability to your Australian securities trading account with SelfWealth, you also become a client of PhillipCapital. PhillipCapital has an arrangement with a related company in Singapore, Phillip Securities Pte Ltd to provide execution facilities in U.S securities and to provide and to act as international custodian to settle and hold U.S securities on your behalf. SelfWealth acts as your agent and intermediary communicating your trading instructions to PhillipCapital who will execute transactions on your behalf.

For more information on Phillip Capital Limited, visit [www.phillipcapital.com.au](http://www.phillipcapital.com.au)

## HOW YOU MAY CONTACT SELFWEALTH

In Writing: Level 7, North End, 130 Lonsdale St Melbourne 3000

By email: [support@selfwealth.com.au](mailto:support@selfwealth.com.au)

Website: [www.selfwealth.com.au](http://www.selfwealth.com.au) – use our 'Chat' feature to engage directly with a Customer Service team member

## HOW IS SELFWEALTH REMUNERATED FOR THE SERVICES IT PROVIDES TO YOU?

SelfWealth staff are employees who are remunerated by way of base salary and potential bonuses. Staff may also be shareholders in SelfWealth either through direct purchases of SelfWealth securities on the open market, or via shares issued via a Limited Rights Plan (LRP).

Potential annual bonuses are entirely discretionary and based on the achievement of a range of performance outcomes related to the individual staff member's key performance indicators as well as company-linked performance. Participation in the LRP is by invitation and is also linked to the individuals contribution to the overall financial performance of SelfWealth.

There are no financial incentives for the provision of general advice, or any volume-based financial incentives linked to the sale, or promotion, of financial products by individual staff members.

SelfWealth derives income from:

- Sharing in the fixed fee 'brokerage' charged to its Clients on securities transactions through its market participant, OpenMarkets and for U.S securities, through PhillipCapital
- Sharing in the spread applied to the Foreign Exchange rate (FX) when members transfer cash to and from their SelfWealth AUD Cash Account and their SelfWealth USD Cash Account
- Interest earned on client cash balances held at ANZ bank (paid to SelfWealth by ANZ)
- Fee subscriptions charged to SelfWealth Members
- Sharing in the management fee charged to investors in the Exchange Traded Fund product, issued and operated by ETF Securities Limited

SelfWealth staff and representatives may receive benefits up to \$300 in value, but don't generally receive or accept gifts from 3<sup>rd</sup> party service providers.

## WHAT IF YOU HAVE A COMPLAINT?

We take every complaint seriously and if you have reason to complain we encourage you to take it up with us as soon as possible. You may raise your complaint with a Client Services team member via the website 'chat' system, or if you prefer, you can email, or write to us.

If our Client Services team cannot resolve your complaint immediately, it will be escalated to our Complaints Manager who is required to understand and resolve the issue within 30 days.

In the event we are unable to resolve your complaint, you can lodge the complaint with our external dispute resolution provider – the Australian Financial Complaints Authority (AFCA):

By Phone: 1800 931 678

In Writing: GPO Box 3, Melbourne VIC 3000

By Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [www.afca.org.au](http://www.afca.org.au)

There is no charge payable by a complainant for making a complaint to either SelfWealth or to the AFCA.

## WHAT COMPENSATION ARRANGEMENTS ARE IN PLACE?

SelfWealth is required to have arrangements for the compensation of clients and consumers who suffer a financial loss because of a breach of SelfWealth's AFS License obligations.

SelfWealth is a Member of an external dispute resolution (EDR) scheme with the Australian Financial Complaints Authority (AFCA, Member No. 30405) and agrees to be bound by the authority's rulings and to pay compensation to consumers when directed.

SelfWealth also holds professional indemnity insurance cover for claims made arising from current and former employee representatives in the provision of financial services provided on behalf of SelfWealth.

These arrangements satisfy the requirements under s912B of the Corporations Act.